



CONTACTS



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17 Lunar Rover St., Moonwalk Village
Barangay Talon Singko, Las-Pinas City
Metro Manila, Philippines

SKILLS

Laundry Operations

Landscaping & Garden Maintenance

SOFTWARE SKILLS

Microsoft Word

Microsoft Powerpoint

Microsoft Excel

Adobe

ALEJANDRO M. CALADO

Executive Housekeeper

PROFILE

My expertise spans from client retention and staff support to working on special projects for property development; and general management. I am a professional driven by purpose aiming at creating an environment for interaction and reinforcement of each other. With a variety of experiences with the Housekeeping and Front Office Departments; and in part, overseeing functions of other departments, I have grown to become who I am today with the ability to advance others.

OBJECTIVE

Overseeing the day-to-day operations of the Housekeeping and Front Office department to meet the hotel standards & provide consistently seamless guest experience.

To create a welcoming and pleasant atmosphere, clean and safe environment for our guests. Professional punctual, flexible and efficient memorable service.

WORK EXPERIENCE

SOFITEL PHILIPPINE PLAZA MANILA | Executive Housekeeper

From Feb 17, 2020 up to March 05, 2021

- Manage the housekeeping operations (Rooms, Public-Area, Laundry, Wardrobe, Garden, Floral & Pest Control.
- To hire, train, motivate, coach, mentor, praise, discipline and delegate team members.
- To plan, communicate, assign, guide and control the department daily activities.
- To prepare the department annual budget and justify for approval.
- To monitor and control the department P&L.
- To create, update and revise department SOP's and IJD's.

Number of rooms: 631 (57 suites; 3 Junior Suite; 1 Premiere Suite & 570 Luxury rooms);
6 Outlets & 7 function rooms and 3 Grand ballrooms. Number of Staff: 200

LA VERANDA RESORTS / MALLERY BY SOFITEL | Rooms Division Manager

From August 26, 2019 up to Feb 09, 2017

Overseeing the day-to-day operations of Housekeeping, Front Office, Maintenance and Security department to meet the hotel standards & provide consistent seamless guest service. Ensuring The Mission and Vision are being implemented and manage objectively by Head of Departments. Ensuring that the Rooms Division working harmoniously and achieving the objective as a team supporting each other.

LANGUAGES

Filipino

English

Vietnamese

CERTIFICATION TRAINING

1. ULTIMATE CUSTOMER SERVICE
2. PEOPLE DIVERSITY
3. FIRE LIFE AND SAFETY
4. DISASTER PREPAREDNESS PROGRAM
5. KEY PERFORMANCE INDICATOR AND KEY PERFORMANCE OBJECTIVE
6. LABOR MANAGEMENT AND ARBITRATION
7. 5'S GOOD HOUSEKEEPING PRACTICE
8. FINANCIAL PLANNING
9. INFECTION CONTROL PROGRAM
10. FOOD SAFETY
11. HAZARD ANALYSIS CRITICAL CONTROL POINT
13. ROOMS MANAGEMENT SYSTEM OPERATION
14. BUSINESS PLANNING
15. URBAN PEST CONTROL
16. CHEMISTRY OF CLEANING
17. MANAGERIAL SKILLS ENHANCEMENT
19. STRESS MANAGEMENT
20. SUCCESSION PLANNING
21. ROOT CAUSE ANALYSIS PROGRAM
22. CRITICAL PATHWAYS
23. COACHING AND MENTORING
24. LEADERSHIP TRAINING PROGRAM
25. TIME MANAGEMENT

ALEJANDRO M. CALADO

Executive Housekeeper

WORK EXPERIENCE

LA VERANDA RESORTS / MGALLERY BY SOFITEL | Executive Housekeeper

PHU-QUOC, VIETNAM | From June 01, 2015 up to present

Manage the housekeeping operations (Rooms, Public-Area, Laundry, Wardrobe, Garden, Floral & Pest Control. to hire, discipline, planning and assigns work assignments, give training for employees, audit and inspection of work area. work assignment and requisition of supplies. Create annual budget and control department budget.

Create and review the standard operating procedure and key performance objective of the department. Communicate to the team all new policies including the objective of the department.

Number of rooms: 70 (20 villas; 3 Junior Suite; 3 Premiere Suite & 44 Deluxe rooms); 3 Outlets & 2 function rooms. Number of Staff: 70

SOLAIRE RESORT & CASINO MANILA | Senior Manager-Hotel Housekeeping

Paranaque City, Philippines | From August 06, 2012 to January 26, 2015
Number of years: 2 years & 4 months

Assist in managing the hotel housekeeping operations and give recommendation on hiring, disciplining, planning and assigns work assignments, conduct training, audit and inspection, monitor requisition of supplies. Assist creating annual budget and review and update SOP's.

Number of rooms: 800 (4 Villa, 28 Junior Suite, 14 Executive Suite, 300 suite, 1 Presidential Suite, 2 Chairman's Villa & 451 Deluxe rooms); 1 Executive lounge, 10 Restaurants, 10 Function Rooms, 2 Ball rooms and 1 Theater.

Number of Staff: 1 Manager, 1 Asst. Manager, 35 Supervisor, 30 Houseman and 160 Room Attendant.

HOTEL H2O AND MANILA OCEAN PARK | Corporate Executive Housekeeper

Manila, Philippines | From August 02, 2010 to August 05, 2012
Number of years: 2 years

Manage the housekeeping operations Rooms, Public-Area, Laundry, Wardrobe, Garden, Floral & Pest Control. to hire, discipline, planning and assigns work assignments, give training for employees, audit and inspection of work area. work assignment and requisition of supplies. Create annual budget and control department budget.

Create and review the standard operating procedure and key performance objective of the department. Communicate to the team all new policies including the objective of the department.

Number of rooms: 160 rooms; 4 meeting rooms; 4 function rooms and 3 Restaurant.
Number of Staff: 2 Asst. Executive Hskpr., 7 Supervisor, 40 RA's and 30 PA's.

AFFILIATION

1. EXECUTIVE HOUSEKEEPER
ASSOCIATION OF THE PHILIPPINES –
MEMBER
2. INFECTION CONTROL ASSOCIATION
OF THE PHILIPPINES – MEMBER
3. UNITED HOUSEKEEPER – MEMBER

EDUCATION

OUR LADY OF CARMEL ELEMENTARY SCHOOL

Elementary (1979 – 1984)

OLIVAREZ COLLEGE

Secondary (1984 – 1988)

OLIVAREZ COLLEGE

BSC - Marketing (1989 – 1995)

FAMILY

Marital Status :
Married

Spouse Name :
Maria Carmina R. Calado

Address :
17 Lunar Rover St., Moonwalk Village,
Las-pinas City, Metro Manila

Children :
1. Hannah Patricia R. Calado – 24yrs. Old
2. Alexandra Louise R. Calado – 22yrs. Old
3. Samuelle Nicole R. Calado – deceased
4. Andrea Lalaine R. Calado – 16yrs. old
5. Andre'i Raphael R. Calado- 15yrs. old

Father's Name:
Alejandro C. Calado, Sr.

Mother's Name:
Jayne M. Calado

Brother's Name :
Edward M. Calado

Sister's Name :
Lalaine M. Calado

ALEJANDRO M. CALADO

Executive Housekeeper

WORK EXPERIENCE

THE MEDICAL CITY | Executive Housekeeper

Pasig City, Philippines | July 2005 to February 2010
Number of years: 4 years & 8 months

Manage the housekeeping operations(Rooms, Public-Area, Laundry, Wardrobe, Garden, Floral & Pest Control. to hire, discipline, planning and assigns work assignments, give training for employees, audit and inspection of work area. work assignment and requisition of supplies. Create annual budget and control department budget.

Create and review the standard operating procedure and key performance objective of the department. Communicate to the team all new policies including the objective of the department.

Number of Staff: 250 staff

ECOLAB PHILIPPINES | Territory Manager

Muntinlupa City, Philippines | From Dec 2002 to July 2005
Number of years: 2 years & 7 months

Managed and achieved territory sales goals and objectives.

Providing a specialist service with a view to resolving our customer hygiene and sanitation needs in Retail, BSC and Hospitals.

Managing the sales budget through complete and effective territory management.

Implemented various marketing and sales campaigns aimed at increasing revenue, brand awareness, and driving client retention.

Developing and maintaining strong relationships with our customers.

Pro actively acquired new clientele, developed customer database, and leverage cross selling to increase revenue stream with current accounts.

Conducting training sessions to ensure our customers are using our solutions and equipment effective and safely.

Number of Staff : 5 Area Sales Consultant

HOLIDAY INN MANILA | Assistant Director Of Housekeeping

From May 02, 2001 to November 2002
Number of years: 1 year & 6 months

Assist in managing the hotel housekeeping operations and give recommendation on hiring, disciplining, planning and assigns work assignments, conduct training , audit and inspection, monitor requisition of supplies. Assist creating annual budget and review and update SOP's.

Number of rooms: 500, 10 ballroom, 10 Restaurant, 1 Casino

Number of Staff: 160

LAS-PALMAS HOTEL | Executive Housekeeper

Manila, Philippines | From January 2000 to May 2001
Number of years: 1 year & 5 months

Manage the housekeeping operations(Rooms, Public-Area, Laundry, Wardrobe, Garden, Floral & Pest Control. to hire, discipline, planning and assigns work assignments, give training for employees, audit and inspection of work area. work assignment and requisition of supplies. Create annual budget and control department budget.

Create and review the standard operating procedure and key performance objective of the department. Communicate to the team all new policies including the objective of the department.

WORK REFERENCE

1. Teodoro Jimenez
Resident Manager
Las-Palmas Hotel

2. Bernardo Corpuz, Jr.
General Manager
Holiday Inn Manila

3. Luis Celdran
General Manager
Ecolab Philippines

4. Herminia Fresnoza
AVP Admin Group
The Medical City

5. Lim Chee Yong
CEO & President
Hotel H2O & Manila Ocean Park

6. Adrian Ort
VP & General Manager
Solaire Resort & Casino Manila

7. Jean Pierre Gerbet
GM & Owner
La Veranda Resort/ / MGALLERY

8. Dhawan Puneet
General Manager
Sofitel Philippine Plaza Manila

ALEJANDRO M. CALADO

Executive Housekeeper

WORK EXPERIENCE

STAR CRUISES – MEGASTAR TAURUS | Assistant Executive Housekeeper

Port Klang, Malaysia | From Dec 1996 to Dec 1999
Number of Years: 3 years

Assist in managing the hotel housekeeping operations and give recommendation on hiring, disciplining, planning and assigns work assignments, conduct training , audit and inspection, monitor requisition of supplies. Assist creating annual budget and review and update SOP's.

STAR CRUISES – STAR AQUARIUS | Housekeeping Supervisor

Port Klang, Malaysia | From October 1995 to Dec 1996
Number of Years: 1 year & 2 months

Assist in managing the hotel housekeeping operations and give recommendation on hiring, disciplining, planning and assigns work assignments, conduct training , audit and inspection, monitor requisition of supplies. Assist creating annual budget and review and update SOP's.

EDSA SHANGRI'LA HOTEL | Room Attendant

Mandaluyong City, Philippines | From September 1992 to October 1995
Number of years: 3 years & 1 month

Submitted By:

Alejandro M. Calado, Jr.